



319 Air Refueling Wing



Community Meeting

**Colonel Peter Sands
Commander, 319 MSG**



Overview

- **Hurricane Katrina Relief Capabilities**
- **CE Construction & Housing Update**
- **MDG Service Delivery Assessment & Customer Satisfaction**
- **Family Support Center Initiatives**



Hurricane Katrina Relief Capabilities



Community Partnership = Key to Success!

- **Reception:** One-stop in-processing/welcoming line at Liberty Square
- **Housing:** Can support up to 200 families & 60 dorm rooms
 - No GFAFB families displaced or kept from entitled housing
- **Feeding:**
 - Dining facility: Not an option
 - Support from local community or emergency agencies is doable
- **Transportation:** Can provide on-base only
- **Law enforcement:** Develop circulation and control plan including
 - ID plan, Sponsoring plan and SF augmentee plan
- **GF local school system willing to address additional requirements**
 - Takes School Board approval...open and supportive



Hurricane Katrina Relief Capabilities



- **Health/Mental Care:** Base & local community experts available
- **Community mayor:** Org structure similar to Spouse Link program
- **Winter clothing:** Need NGO/FEMA/local business support
- **Recreation:** All facilities available to support this
- **Financial needs:** ATM/cash checks—BX and First Liberty
- **NGO(s):** Space is available for agencies to work
- **BX/DECCA:** Pre-approval for Wg & MSG/CC's to grant limited privileges
- **Employment possibilities:** Temporary positions available on GFAFB



319 Air Refueling Wing



CE CONSTRUCTION & HOUSING UPDATE

**LtCol John Dewine
Commander, 319 CES**



Base Construction



- **Ed Center Repair/Add** \$874K
- **Complete - Misc Items Remain**



Base Construction



- **Refuse/Recycle Screens Meadowlark** \$60K
- **40% Complete - 10% Behind** ECD: 19 Sep 05



Base Construction



- Club Exterior \$1,560K
- 31% Complete - Schedule Pending

ECD: 16 Jan 06



Base Construction



- **Repair Tuskegee Amn Blvd** **\$253K**
- **Completed - 22 Aug 05**



Base Construction



- **Wing OG/MXG Parking Lot** **\$879K**
- **Completed - 7 Sep 05**



Base Construction



- **Base Perimeter Road** **\$293K**
- **2% Complete - On Schedule** **ECD: 15 Nov 05**



Base Construction



- **Gates Project** \$3,767K
- **80% Complete - On Schedule ECD: 30 Sep 05**



Base Construction



- **Repair Runway** \$27,500K
- **92% Complete - On Schedule ECD: 31 Oct 05**

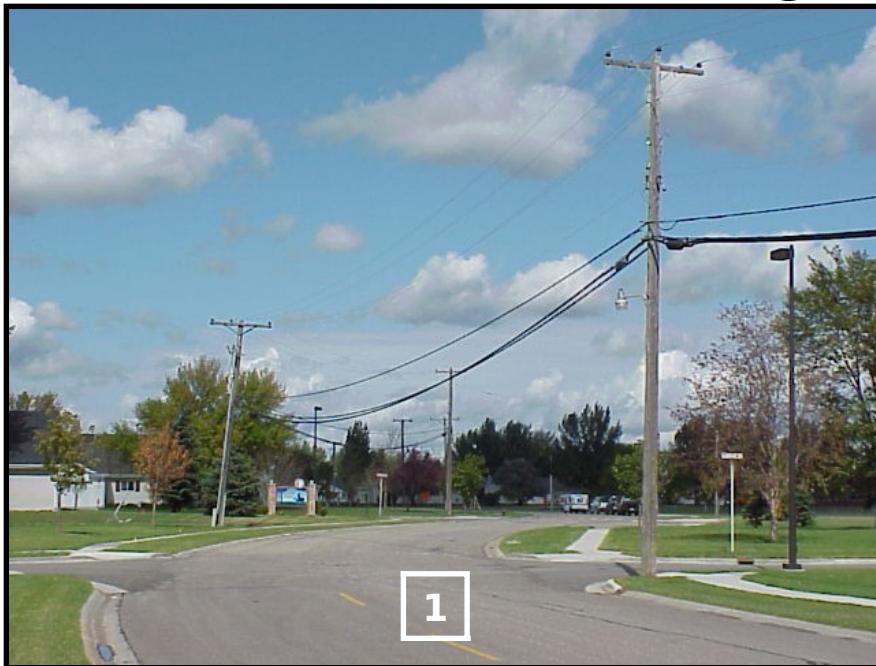


MFH Construction



■ Buried Utility Work Remains

- (1) Unsightly Overhead Utilities Will Be Buried Along Louisiana St Between South Hickam Dr and Korina Ave
- (2) Rear-Yard Drainage Will Be Improved Through





MFH Construction



- **Projected Completion of Units Under Construction**
 - **22 SNCO and 122 E1-E6 Units Are Scheduled for Completion From January - June 2006**
 - **46 CGO, 40 SNCO and 4 E9 Units Are Scheduled for Completion From January - May 2007**





MFH Waiting Lists

- Waiting lists are managed by effective date of application, grade, bedroom requirement, and type of housing requested. You are placed on the appropriate list 30 days prior to your actual arrival date. You may only be on one list.
- A member must be physically present on station and reporting for duty in order to have a house held for or projected to them.
- When there is a wait list, members with an impending entitlement such as promotion or additional dependents will be bypassed until the event occurs.
- Except for assignment of key and essential personnel and hardship cases, the top ten percent of each waiting list is protected from bumping (frozen).
- A member with a hardship must submit a package for approval by the Mission Support Group Commander. If the package is approved, the member is assigned the next uncommitted unit in the appropriate category that satisfies the requirement and there is no turn down option.



Housing Assignments



- **Assignments are made with these priorities**
 1. **Key and Essential personnel**
 2. **To relieve hardship**
 - **Unique and unusual circumstances that, in the commander's judgment, impose an extraordinary burden on a member not normally encountered by other members of similar grade at that installation.**
 3. **Eligible volunteers assigned or attached for duty at the installation**
 - **Members must have six months retention to receive housing**
 - **Assignment cannot be made until member is present for duty at the installation except UDR families and base closure personnel**



319 Air Refueling Wing



MDG SERVICE DELIVERY ASSESSMENT

**LtCol Rob Steed
Commander, 319 MDOS**



Service Delivery Assessment (SDA)



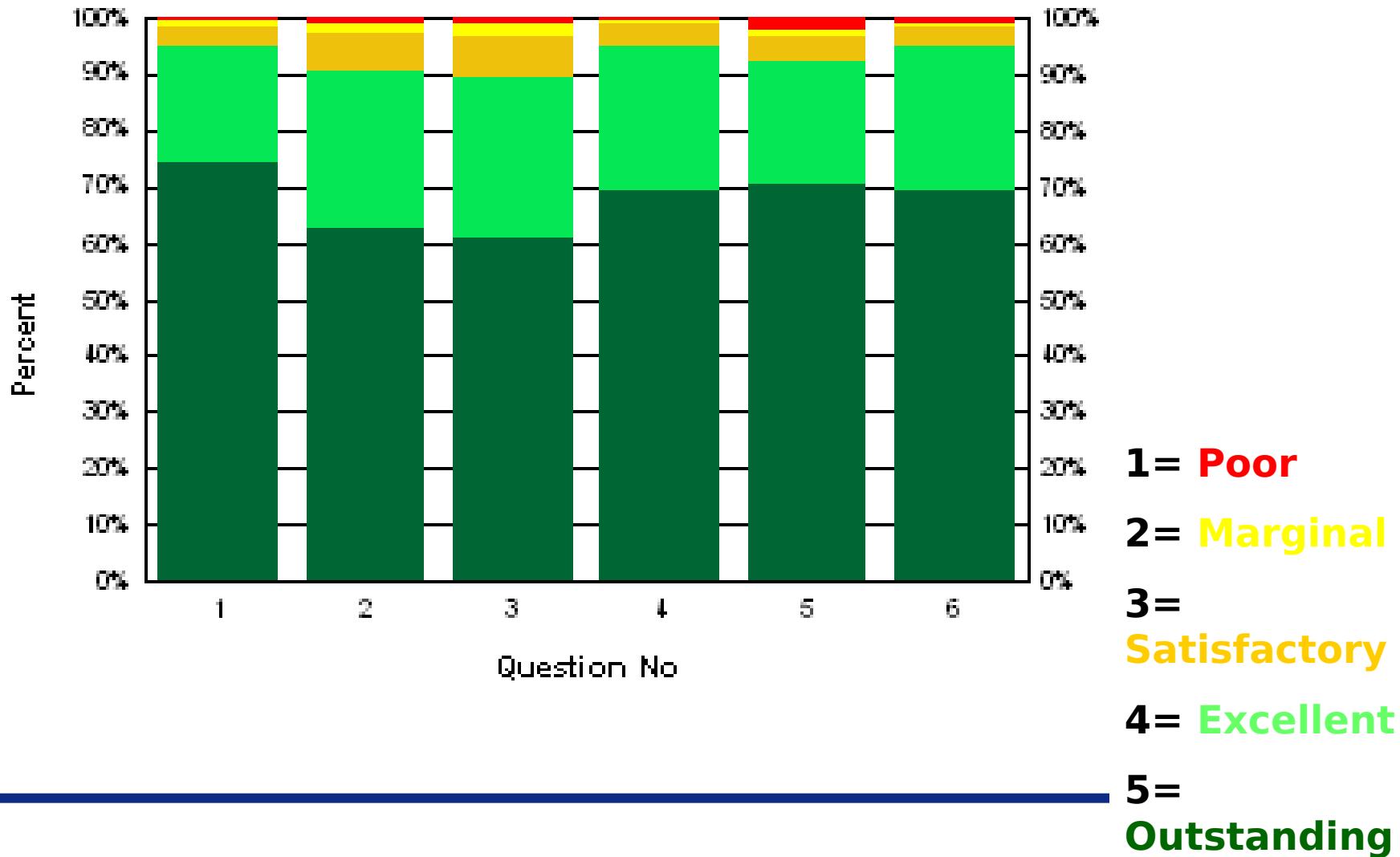
Question 1	On a scale of 1 to 5, with 1 being “Poor” and 5 being “Outstanding”, how would you rate this clinic on the ease of making this appointment?
Question 2	On a scale of 1 to 5, with 1 being "Definitely No" and 5 being "Definitely Yes", based on the care you received at this appointment, would you recommend this health care team to others?
Question 3	On a scale of 1 to 5, with 1 being “Poor” and 5 being “Outstanding”, how responsive is this clinic in addressing your concerns when your expectations are not met?
Question 4	On a scale of 1 to 5, with 1 being “Poor” and 5 being “Outstanding”, how would you rate the courtesy, compassion and attentiveness of the clinic staff?
Question 5	On a scale of 1 to 5, with 1 being “Very Unsatisfied” and 5 being “Completely Satisfied”, If pain assessment was part of your visit, how satisfied were you with the treatment of that pain?
Question 6	On a scale of 1 to 5, with 1 being “Very Unsatisfied” and 5 being “Completely Satisfied”, how satisfied were you with the clinic overall, during this visit?



Service Delivery Assessment (SDA)



29 Aug - 2 Sep 05

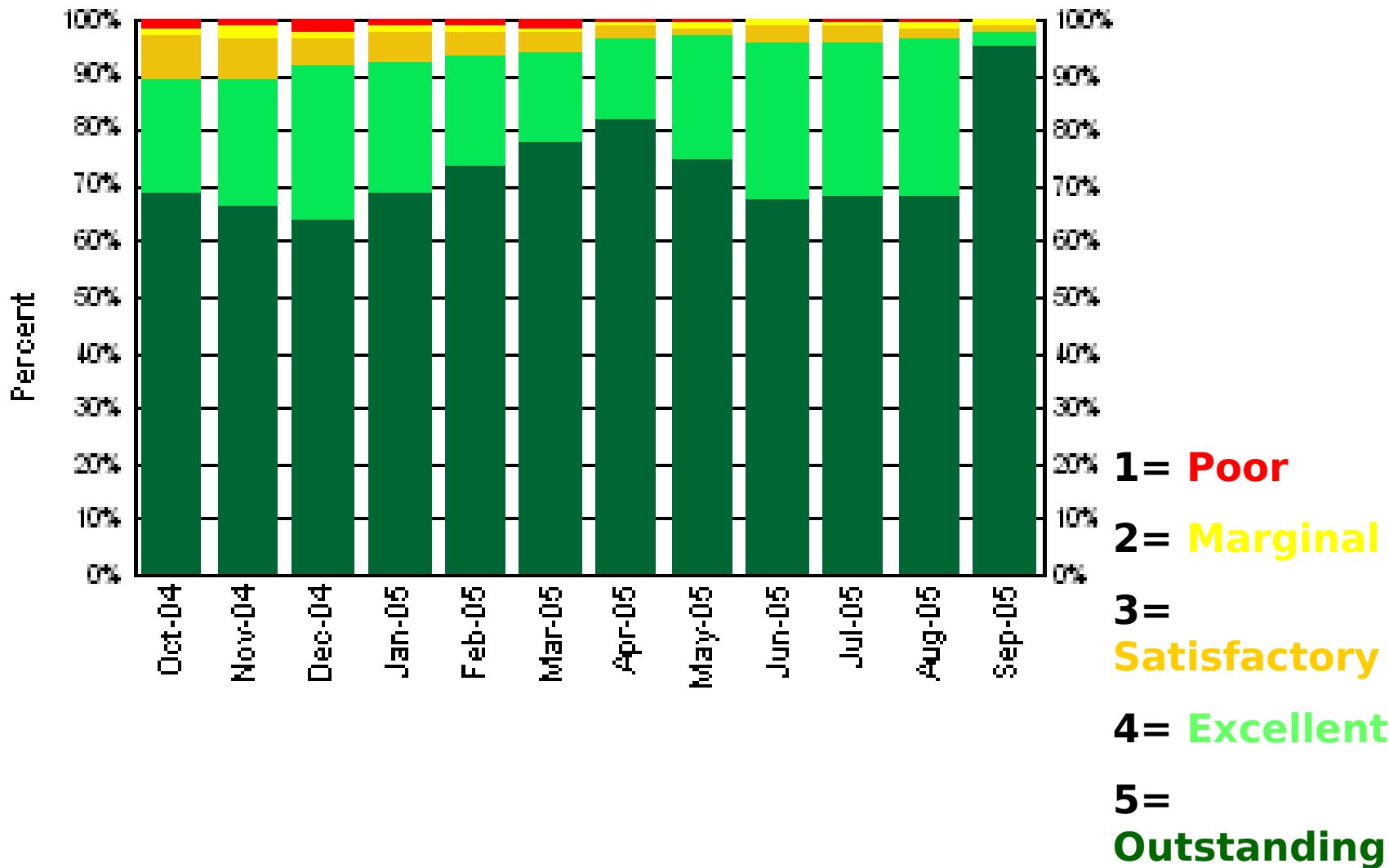




Service Delivery Assessment (SDA)



Cumulative Results





ACCESS-Routine

METRIC ▶

Base ▼	ACCESS - Routine												AFMS	88		
	#of hooked annts meeting ATC standards															
	Blue 90% Yellow 85% Red less than 85%															
Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	AFMS	88		
McConnell	96	98	97	94	94	93	97	96	98	97	98	98	98	98		
McGuire	93	95	92	95	97	91	96	98	98	97	98	98	97	97		
Grand Forks	87	88	91	96	94	98	99	96	95	96	93	96	96	96		
Dover	97	97	97	96	96	96	91	96	97	93	95	95	95	95		
Travis	83	87	89	81	77	89	95	97	94	94	87	92	92	92		
MacDill	88	84	89	87	83	93	94	97	90	91	93	89	89	89		
McChord	79	85	81	82	88	88	94	95	95	95	80	89	89	89		
Fairchild	91	88	86	91	95	94	97	92	95	94	94	85	85	85		
Pope	100	97	96	88	89	96	93	96	92	85	85	84	84	84		
Scott	58	69	90	90	92	89	91	80	79	89	87	81	81	81		
Charleston	87	91	90	74	82	91	87	83	84	68	79	79	79	79		
Andrews	80	84	84	68	70	92	79	63				0				



ACCESS-Same Day



METRIC ►

Base ▼	ACCESS - Same Day											AFMS	
	# of hooked annts meeting ATC standards												
	Blue 60% Yellow 55% Red less than 55%												
<u>Grand Forks</u>	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	57
<u>McConnell</u>							61	75	71	71	66		
<u>MacDill</u>							51	45	63	65	64	58	
<u>Andrews</u>							41	30	54	52	54	52	
<u>Charleston</u>							26	20	41	38	47	45	
<u>Dover</u>													
<u>Fairchild</u>													
<u>McChord</u>													
<u>McGuire</u>													
<u>Pope</u>													
<u>Scott</u>													
<u>Travis</u>													



CUSTOMER SATISFACTION



METRIC ►



CUSTOMER SATISFACTION



METRIC ►

Base ▼	CUSTOMER SATISFACTION - FIRST CALL RESOLUTION											
	% Responded Yes											
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
McConnell					83	89	93	94	94	92	93	94
Andrews					99	89	91	92	94	87	90	92
Grand Forks					95	94	95	94	91	96	87	91
Fairchild					97	94	97	93	93	91	86	89
Dover					80	85	69	78	77	76	85	87
MacDill					100	100	100	100	94	86	83	87
Travis					89	83	80	90	85	87	81	81
McChord					95	95	93	89	81	78	74	79
Scott					87	91	93	80	79	79	79	77
Charleston					73	76	73	73	76	78	76	77
McGuire					82	77	85	82	87	85	72	76
Pope					78	81	74	84	83	84	79	70
AFMS												86
USAFE												90
AETC												89
ACC												87
AFMC												86
PACAF												85
AFSOC												85
AMC												84
AFSPC												83
USAFA												82
11WG												76



CUSTOMER SATISFACTION



METRIC ▶

Base ▼

Grand Forks

McConnell

Travis

Dover

Andrews

Fairchild

McChord

MacDill

Scott

Pope

Charleston

McGuire

CUSTOMER SATISFACTION - EASE OF MAKING APPOINTMENT												
% Responded Good & Outstanding												
Blue 90% Yellow 80% Red less than 80%												
	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
<u>Grand Forks</u>					93	95	94	94	97	97	94	96
<u>McConnell</u>					86	89	91	91	92	94	96	95
<u>Travis</u>					88	88	89	93	92	91	92	91
<u>Dover</u>					82	86	78	82	91	87	90	90
<u>Andrews</u>					89	93	93	92	93	92	89	90
<u>Fairchild</u>					96	95	95	94	92	94	91	88
<u>McChord</u>					96	94	89	91	87	86	79	87
<u>MacDill</u>					100	100	100	99	95	87	89	85
<u>Scott</u>					90	87	83	86	89	87	86	83
<u>Pope</u>					79	85	81	84	84	86	84	82
<u>Charleston</u>					76	83	75	81	79	82	81	80
<u>McGuire</u>					83	86	94	86	89	79	80	76

AFMS	89
USAFE	95
AETC	92
PACAF	91
ACC	89
AFMC	89
AFSOC	87
AMC	87
AFSPC	87
11WG	82
USAFA	80



319 Air Refueling Wing



Family Support Center Initiatives

Mark A. Patton
Director, FSC



FSC Initiatives



- **Escape Zone**
 - **19-23 Sep 05, TDY Site Visit to McChord AFB**
 - **Paperwork ready for equipment order (Fallout)**
 - **Awaiting Hiring**
- **Heartlink - 25 Oct 05, 0800-1430, CAC, Fireside Room**
- **Friends of Family Support Private Organization**
- **Video Phones**
 - **Sending at its earliest possible time**
- **Digital Camera**
- **Dog Tag Machine**
- **Button Machine**



FSC Initiatives (Cont.)



- **Airman's Attic Ribbon Cutting Ceremony**
 - **22 Sep 05, 1030, Airman's Attic**
- **Spouse Link (Key Spouse)**
 - **27 Sep 05, 6:30pm, FSC Classroom, Introduction/Refresher Tng**
- **Family Member Deployment Line**
 - **14 Oct 05 (Exercise?) 21 Oct 05 Alternative?**
- **CC Spouse Tour - 27 Sep 05**
 - **Volunteer Certificates Issued at CDC**
- **Building Strong Families - Educational Seminars**
 - **13 Blocks of Instruction**
 - **Possible Partnership with Chapel**
 - **Kickoff - November 05 - Month of the Military Family**
- **Staffcentrix**